

California Legal Services (Title III B)
PSA Level Quarterly Narrative Report

Fiscal Year: 2015-2016

Quarter: 2

PSA: 1

Provider: Legal Services of Northern California

Counties: Humboldt and Del Norte

Optional Success
Story(ies)/Case Summary(ies)

Optional Information on
Collaboration with Other
Advocacy Groups

PSA: 2

Provider: Legal Service of Northern California

Counties: Lassen, Modoc, rinity, Shasta, and Siskiyou

Optional Success
Story(ies)/Case Summary(ies)

Optional Information on
Collaboration with Other
Advocacy Groups

PSA: 3

Provider: Legal Services of Northern California

Counties: Butte, Colusa, Glenn, Plumas, Tehama

Optional Success
Story(ies)/Case Summary(ies)

Optional Information on
Collaboration with Other
Advocacy Groups

PSA: 4

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Quarter: 2

Provider: Yuba Sutter Legal Center

Counties: Sutter and Yuba

Optional Success
Story(ies)/Case Summary(ies)

legal assistance hours for the quarter includes 265.25 for Sutter County and 181.5 for Yuba County (446.75 Total). Legal representation hours include 23.5 for Sutter County and 40 hours for Yuba County (63.5 total). Grand total of service units for the 2nd quarter of FY 15/16 total 510.25 hours. The community education activity was one for Sutter County with 8 hours with none for Yuba County (8 total).

Optional Information on
Collaboration with Other
Advocacy Groups

Provider: Legal Services of Northern California

Counties: Nevada, Placer, Sierra

Optional Success
Story(ies)/Case Summary(ies)

Optional Information on
Collaboration with Other
Advocacy Groups

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Quarter: 2

Provider: Sacramento Senior Legal Services

Counties: Sacramento

Optional Success
Story(ies)/Case Summary(ies)

A Sacramento resident in her nineties contacted Senior Legal Hotline's Western States Pension Assistance Project with a question about Social Security's Government Pension Offset. A Social Security worker told her that she was not eligible for a surviving spouse benefit because she received a small public pension. While Social Security is permitted to reduce survivor benefits by two-thirds of the value of the public pension, the hotline attorney determined the client should still be entitled to a substantial survivor benefit, even with the offset. The attorney advised the client to go to her local office and ask for her benefit to be recalculated. She did so, but the worker insisted her benefit was correct. With the client's authorization, the attorney went to her local Social Security office and inquired about the benefit calculation. The office realized her benefit was miscalculated and corrected the error, agreeing to pay the client her surviving spouse benefit retroactive to when her spouse passed away a year ago. A very low income woman in her late sixties was a recipient of a Housing Choice Voucher, a subsidy that helped her to pay her rent each month. She traveled to visit family and friends and was out of the state when the housing authority mailed notices to her requesting forms and setting a meeting. Her voucher was terminated for failing to complete the forms and attend the meetings. Due to her disabilities, the client was unable to independently read and respond to written correspondence. She relies on family and friends to help her read and respond to her mail. When she returned, a friend helped her read the notices and she contacted the hotline for help. A hotline attorney contacted the housing authority and helped the client to explain why she missed the meetings and was unable to complete paperwork properly. The housing authority reinstated her voucher and she was able to keep her subsidy and stay in her rental unit. A senior woman in subsidized housing was served a notice of termination of tenancy which failed to offer her an opportunity for an informal meeting to discuss the termination. When the notice expired, the landlord filed an eviction action. A hotline attorney assisted the client in filing an answer to the eviction action and, on the eve of trial, persuaded the landlord's attorney to dismiss the eviction notice because the original notice was defective. The client was able to remain in her housing through the holiday season.

Optional Information on
Collaboration with Other
Advocacy Groups

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Provider: Legal Services of Northern California

Counties: Yolo

Optional Success
Story(ies)/Case Summary(ies)

Ms. X is a 76 year old who was sued by a collection agency. She did not have any interactions with the collection agency and does not recall owing a debt to any company. She is limited-English proficient and had difficulty understanding the court process. She sought help at Legal Services. Legal Services assisted her with answering the summons and complaint and represented her in court. The collection agency acknowledged it did not have sufficient evidence that Ms. X owed the debt and agreed to dismiss the action on the condition that she releases any claims she may have against the collection agency.

Mr. A is a 69 year old Yolo County resident who rented a room from a private landlord. The landlord decided to terminate his tenancy. Mr. A needed extra time to move out because the housing market is extremely limited, with vacancy rates hovering between 0.03 and 2% in most of the county. He was unable to vacate within the notice period and was served with an unlawful detainer lawsuit. He sought assistance at Legal Services when he was unable to negotiate a settlement on his own. Legal Services negotiated a settlement on his behalf that gave him three more weeks to move out and even more time to move his belongings out of storage on the property so long as he paid pro-rated rent. Mr. A paid as agreed and the additional time enabled him to find housing and move out as agreed. The eviction lawsuit was then dismissed.

Ms. R is a 68 year old disabled resident of a subsidized apartment complex. The management company served her with a notice that she was required to move from her two bedroom apartment to a one bedroom apartment, where she had resided for ten years. They also served her with a notice that she was required to remove plantings and perform maintenance work around the outside of her apartment. She wrote a letter advising the management company that she is disabled and cannot move or do the maintenance work they requested. The management company persisted in their efforts to move her and have her complete the maintenance work. She contacted LSNC for assistance. The Yolo office attempted to negotiate a reasonable accommodation with the management company and provided medical evidence of the need for the accommodation. The management company continued to ignore or decline the request that she be permitted to remain in her two bedroom unit and not perform maintenance work. LSNC drafted a HUD complaint for disability discrimination. Ultimately, the parties entered into a Voluntary Compliance Agreement that requires the management company and owners of the housing complex to provide her with written approval of her requests to remain in a two bedroom apartment and not perform the physical maintenance work around her apartment. The owner and manager must provide copies of the written approval to HUD and HUD will refer the matter to the Attorney General if the owner and manager breach the agreement.

Ms. E, a 75 year old, had just moved back to California to live with her husband, whose health was failing. The couple also had custody of their two grandchildren, who were already living in California with Ms. E's husband. Ms. E's husband was admitted to the hospital shortly after her move and he unexpectedly

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Optional Information on
Collaboration with Other
Advocacy Groups

died, leaving her to care for their two grandchildren on her own. Her husband had a housing choice voucher and had requested that his wife be added to the voucher approximately one month before his death. The housing authority had not yet processed the change in household when he died. Within a few weeks of her husband's death, Ms. E was served with an eviction lawsuit and a notice of termination of the housing choice voucher on the basis that she was not named on the lease or on the voucher. She approached Legal Services for assistance. Through advocacy by LSNC attorneys, the housing authority reinstated the family's housing choice voucher. The eviction lawsuit settled before trial, enabling Ms. E and the children to avoid homelessness.

LSNC staff holds office hours at the following locations:
Esparto: 1st Thursday of the month, every other month at RISE;
West Sacramento: 4u1 Thursday of the month at the Senior Center;
Knights Landing: 1st Monday of the month, every other month at Empower Yolo (formerly YFRC/Center for Families);
Winters on the 1st Wednesday of the month, every other month at RISE;
Davis on the 1st Monday of the month at Grace in Action (housed at the United Methodist Church).
In addition, LSNC attends monthly meetings of the Multi-Disciplinary team with APS, HHSA, and other advocates for older adults. LSNC also participates in regular meetings of the Yolo County Health Aging Alliance (YHAA) and chairs the YHAA Collaboration Subcommittee attended by Yolo County senior providers, including the Food Bank, Elderly Nutrition Program, Adult Day Health Center, Supervisor Provenza's staff, Yolo Hospice, Department of Health and Human Services, Veteran's Services, and representatives from the three Senior Centers. LSNC is also participating in planning meetings for the Yolo County ADRC and the Yolo Center for Aging.

PSA: 5

Provider: Legal Aid of the North Bay

Counties: Marin County

Optional Success
Story(ies)/Case Summary(ies)

In October, private Wills/Trust attorney James Hastings along with Legal Aid of Marin Pro Bono Program Manager Nancy Murphy met with 20 Seniors at the San Geronimo Community Center for a presentation on Financial Power of Attorney and Advanced Health Care Directives. Attorney Hastings returned two times to meet with individuals to complete these important documents.

In November and December, private attorneys Martha Howard and Dakota Whitney provided similar presentations at the Dance Palace for the West Marin Senior Services, and 43 Seniors attended.

Optional Information on
Collaboration with Other
Advocacy Groups

PSA: 6

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Provider: La Raza Centro Legal, Inc.

Counties: City & County of San Francisco, CA

Optional Success
Story(ies)/Case Summary(ies)

October Client: An Spanish-speaking client came to our clinic looking for assistance regarding a long term care insurance policy with Metlife. The insurance company has been refusing to pay for her caregiver services even though the insurance company was under express obligation to cover such expenses. We send a demand letter with the invoices issued by the caregiver to the insurance company asking for payment in 15 days otherwise our client will have to file a legal action in civil court. The insurance company finally accepted our request and sent a check for \$9,800 to pay for the caregiver services.

November Client: A Spanish-speaking only senior resident came to our Clinic seeking help with a pending issue with the Mission Office of the Social Security Administration. She claimed that she did not get the help she was looking for and that she was verbally abuse and humiliated by a young Latino employee. We sent a letter to the SSA complaining for unfair treatment by a SS' employee; we also went to the office accompanying our client to request the benefits in person. The administration finally provided the benefit we requested and provided a personal apology for the employee's behavior.

Optional Information on
Collaboration with Other
Advocacy Groups

During this past quarter we were able to set a presentation for seniors around the city during the fall, focused on public benefits and housing issues, the latter a very hot issue in San Francisco due to the "housing epidemic".

We keep participating actively at the Latino Partnership with monthly meetings at the 30th Street Senior Center where we share point of views and talk about common issues. Likewise, but keep collaborating with the Senior Rights Bulletin by providing pertinent articles for seniors and providing proofreading and editing for the Spanish version of it. Last article versed on hoarding and cluttering issues affecting tenancies in San Francisco, and used by landlords to evict our seniors.

Finally, we collaborate actively with the Legal Aid Association of California, Senior Law Chapter in both the Steering Committee and the Languages Access Committee. Our goal is to provide our input in sensitive and crucial legal issues of interest for seniors.

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Provider: Legal Assistance to the Elderly

Counties: San Francisco

Optional Success
 Story(ies)/Case Summary(ies)

Our 68 year old client and her family are long-time residents of San Francisco's gentrified North Beach neighborhood. The building where they resided was sold and the new landlord attempted to evict them, alleging 15 instances of "nuisance" behavior. Our housing attorney represented her in a jury trial which lasted two weeks. The jury deliberated less than 3 hours and found in favor of our client.

Optional Information on
 Collaboration with Other
 Advocacy Groups

We have begun year two of a collaborative effort with Bay Area Legal Aid and the Homeless Advocacy Project of the Bar Association of San Francisco which provides full-scope representation to tenants facing eviction. This project, supported by funding from the City & County of San Francisco's General Fund, is a response to the city's ongoing residential housing bubble. Seniors, who tend to be long-term tenants, are disproportionately the target of evictions as rents rapidly rise. (Under the city's rent control ordinance, long-term tenants typically pay rent significantly below the rent paid by short-term tenants.)

**Provider: Asian Americans Advancing Justice - Asian
 Law Center**

Counties: San Francisco

Optional Success
 Story(ies)/Case Summary(ies)

Client Y came to our clinic, worried because her landlord had verbally been implying that he either wanted to raise rent or possibly kick her out because 'things were getting expensive'. She said she has a lease, but the lease written in Chinese, stated that the tenants had waived their rights under the San Francisco Rent Ordinance. We assured this client that the landlord could not raise rent or evict her without a written notice of some kind. We weren't certain at this point if the landlord has any just cause, and so we told her to watch out for written notices. We also assured her that no lease could waive the rights of the tenants under the San Francisco Rent Ordinance - these types of laws create protections and rights which cannot be waived as a matter of public policy, no matter if she signed that type of document or not. With this reassurance, the client left with a better understanding of her rights and legal situation.

Optional Information on
 Collaboration with Other
 Advocacy Groups

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Provider: Nihonmachi Legal Outreach dba API Legal O **Counties: San Francisco**
Outreach

Optional Success
Story(ies)/Case Summary(ies)

This quarter, APILO represented Mr. Z, an 83-year-old, monolingual Cantonese tenant who is facing eviction based on neighbor complaints; the other tenants of the building claim that our client was allegedly yelling and causing disturbances. Mr. Z is battling cancer, lives alone, and has no one to depend on. Upon first meeting him, we discovered that he had hearing and mobility issues due to his old age—this was what caused the alleged disturbances. We began to spend numerous hours communicating with doctors in order to obtain proper diagnosis and documentation to request a reasonable accommodation. It soon became clear to us that Mr. Z's alleged "disturbances" were also due to his language barrier as a non-native English speaker. The other tenants in the building were also disturbing him by yelling racist slurs. APILO was able to negotiate a stay agreement with opposing counsel, protecting Mr. Z's tenancy. We negotiated and finalized the agreement outside of court, saving Mr. Z the time, energy, and stress of going through litigation in his old age. Recently, APILO received the fully executed settlement agreement.

Optional Information on
Collaboration with Other
Advocacy Groups

We are still active members on the San Francisco LTCCC that advises the Mayor on issues surrounding services for elders and adults with disabilities in the city. More specifically, we are on the subcommittee on Housing, focusing our efforts on the current housing crisis for the aforementioned populations.

In addition, we are still working with the Family Violence Council and Department on the Status of Women around issues of Elder Abuse. We continue to meet with other community based agencies, the DA's office, Victim Witness services, and Adult Protective Services since we a founding, active member. We share best practices and how we can each better serve limited English-speaking elders and people with disabilities.

API Legal Outreach remains a legal and technical resource for every partner organization and collaborative in the areas of elder law and abuse.

PSA: 7

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Provider: Contra Costa Senior Legal Services

Counties: Contra Costa

Optional Success
Story(ies)/Case Summary(ies)

•A 62 year-old resident of Antioch experienced recent personal and financial setbacks. She had attempted to resolve numerous outstanding debts through the use of a debt consolidation firm. She came to the office because one of the creditors, in spite of ostensibly having settled the claim, was suing her for over \$15,000. A staff attorney assisted the client in answering the complaint, responding to discovery, and determined, upon further investigation, that the debt collection firm was ultimately responsible for mishandling her case. As a direct result of our representation, the debt collection company agreed to defend our client and reached a settlement with the creditor who was paid \$10,000 by the debt collection agency. The case against our client was dismissed.

•We recently assisted a senior in Concord who struggles with mental illness. The landlord sought to evict him based on his interaction with a neighbor and her family. They alleged that he had threatened and harassed them. With our assistance, the client requested a reasonable accommodation to be given the opportunity to seek treatment for his condition. The landlord agreed to a settlement and the client was able to retain his subsidized housing.

Optional Information on
Collaboration with Other
Advocacy Groups

We attend month partnership meetings with the Family Justice Center which provides services to victims of domestic violence. We also hosted a meeting of the Contra Costa County Advisory Council on Aging Housing Work Group Meeting where we gave a presentation on our services and organization.

PSA: 8

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Provider: Legal Aid Society of San Mateo County

Counties: San Mateo

Optional Success
Story(ies)/Case Summary(ies)

Case Story 1: (Senior's Health)

Mr. R is a 63-year old man who has stage 4 cancer. In June, Mr. R was terminated from free MediCal, and was assessed a monthly share of cost of \$1463. Because he also had Medicare, Mr. R was a member of Care Advantage, which allowed him to keep his coverage for six months after losing MediCal, until December 31, 2015. Unfortunately, during this time Mr. R's ongoing chemotherapy and radiation left him too sick to handle most of his personal affairs. In late November, Mr. R finally was able to schedule his first appointment. However, with his treatments occurring weekly, Mr. R fell into a pattern of having to cancel and reschedule because he was just not feeling well enough to travel to the office. After the second cancellation, the Legal Aid attorney decided to reach out to Mr. R via the telephone. The Legal Aid attorney realized that Mr. R could qualify for the Working Disabled Program, which would allow him to maintain Medi-Cal coverage, with a monthly premium of just \$20. The Legal Aid Attorney worked with Mr. R and the County in getting the application submitted and processed in an expedited fashion. Ultimately, the County approved Mr. R for the Working Disabled Program on December 30, 2015, only one day before his coverage would have terminated, and Mr. R was able to maintain his chemotherapy and other treatment with no lapse in coverage.

Case Story 2: (Elder/Dependent Adult Abuse)

Ms. C is a 60-year old woman who suffers from ataxia, an inability to coordinate voluntary muscular movements due to a central nervous system disorder, and is recovering from surgery in her neck on several cervical discs. She is bedridden except for some limited mobility with aid. On Thanksgiving Day, Ms. C's son physically attacked her, grabbing her by the neck and lifting her off the ground. Ms. C ended up in the Emergency Room. Unfortunately, the police were unwilling to charge her son because his attack did not leave marks on her. Ms. C was referred to Legal Aid by her Aging and Adult Services social worker. The Legal Aid attorney learned that Ms. C was a victim of extensive and chronic abuse, and had been living in constant fear that her son would harm her when he was angry. With her health deteriorating, she was unable to protect herself from his frequent physical and verbal attacks, which ranged from pushing her to the ground to berating her with derogatory statements. Further, Ms. C's son was living off her, without contributing to the household expenses in any way. Ms. C was struggling to make ends meet and having to take out loans from friends to cover their basic living expenses. The Legal Aid attorney secured an Elder and Dependent Adult Abuse Restraining Order with an immediate move-out provision against Ms. C's son. Ms. C is now protected from her son, and can live in peace while she tries to recover from her ongoing health issues.

Optional Information on
Collaboration with Other
Advocacy Groups

We continue to work closely with Aging and Adult social workers, Adult Protective Services, and EDAPT to assist seniors who are being abused by relatives/caregivers.

PSA: 9

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Quarter: 2

Provider: Legal Assistance for Seniors

Counties: Alameda

Optional Success
Story(ies)/Case Summary(ies)

Legal Assistance for Seniors assisted a 64 year old deaf, partially blind dependent adult obtain a restraining order against an abusive caregiver.

Ms. A lived with an abusive caregiver for several years. There was evidence of financial, physical, and emotional abuse, as well as neglect. She had been repeatedly hit in the stomach, pushed against a bed where she hit her head, malnourished, and left for days with an unknown homeless man the caregiver found on the street. The client also claimed caregiver called her a 'retarded three year old' and spent thousands of dollars of inheritance money received when the client's mother passed away. Ms. A was removed from her home with caregiver by APS and placed in a women's board and care after she was threatened with eviction because of unpaid rent. LAS made several home visits to see the client in person as she only communicates by using a white board to read questions and write responses. LAS staff attorneys observed multiple bruises over the clients legs and arms, and that the client was notably thin. Additionally, APS provided evidence of financial statements indicating the caregiver stole Ms. A's money without client's consent before and after Ms. A was removed from caregiver's care. The bank accounts were frozen.

LAS assisted with subpoenaing the APS worker and the BACS worker for testimony at trial. The trial took two days due to the difficulty of communicating with the client and the vast amount of testimony and evidence we needed to present.

Once the restraining order was obtained, the client said she felt like she was living in a dream she was so happy. She loves her current caregiver, Ms. T, and is flourishing in her new environment. She said she felt 'free at last' and contributed these feelings to LAS and the work we did for her.

Optional Information on
Collaboration with Other
Advocacy Groups

Legal Assistance for Seniors (LAS) works closely with Alameda County APS to serve clients suffering from or at risk for elder abuse by providing legal services for clients in need of legal advice and/or protections. LAS has also been awarded the Alameda County HICAP contract and provides HICAP counseling services as well as legal services for HICAP clients. LAS collaborates with the Contra Costa County HICAP program and provides legal services for clients referred to LAS by Contra Costa HICAP counselors. LAS also works with the Alameda County Ombudsman to serve clients in residential facilities. Additionally, LAS works with the Alameda County Department of Children and Family Services to serve clients needing assistance in obtaining legal guardianship of minors. LAS' is a participating agency in the Northern Alameda County Kinship Collaboration and provides legal services to relative caregivers of minors. LAS also maintain collaborative relationships with the State Bar of California and the cities of Alameda, Fremont, Hayward, Livermore, and Pleasanton to provide legal services to seniors as well as educational presentations and referrals to other community resources.

PSA: 10

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Provider: Senior Adults Legal Assistance (SALA)

Counties: Santa Clara County

Optional Success
Story(ies)/Case Summary(ies)

Optional Information on
Collaboration with Other
Advocacy Groups

Collaboration With Senior Centers and Other Sites to Deliver Services
For the 2nd quarter of 2014-15, SALA provided on-site legal service intake appointments at 23 senior centers or sites in Santa Clara County. These sites included: Avenidas Senior Center and Stevenson House (in Palo Alto), Mountain View Senior Center, Sunnyvale Community Services, Santa Clara Senior Center, Milpitas Senior Center, Cypress Senior Center (San Jose), Cupertino Senior Center, John XXIII Senior Center (operated by Catholic Charities in San Jose), Roosevelt Community Center (San Jose), Alma Senior Center (San Jose), Seven Trees Center (San Jose) Eastside Senior Center (San Jose), Campbell Adult Center, Willows Senior Center (San Jose), Camden Community Center (San Jose), Almaden Senior Center (San Jose), Saratoga Senior Center, Evergreen Senior Center (San Jose), Southside Senior Center (San Jose), CRC Senior Center (Morgan Hill), and Gilroy Senior Center. Staff at these sites scheduled SALA's appointments and the sites also provided a private interview room free of charge.

PSA: 11

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Provider: Council for the Spanish Speaking

Counties: San Joaquin

Optional Success
Story(ies)/Case Summary(ies)

I initially met with Ms. Jane Doe (fictitious name to protect identity) in July of 2015. When I met with her she was in the process of going through a divorce. She was recovering from surgery and other ailments. She was very depressed, and lost. She did not know where to start. Her husband was attempting to evict her from their home. I informed her of her tenant rights, and provided her some information to free recourses.

She needed assistance with her divorce paperwork. I informed her that I was not an attorney, nor did I specialize in family law, but I could provide her some resources, so she could represent herself in pro per. She was also attempting to complete the process for being approved for permanent disability (SSI). Social Security had denied her. I informed her to appeal the decision, and to prepare to wait a while before being approved.

Ms. Doe followed up with me around September of 2015. She had attempted to commit suicide, and had been admitted to mental health services of San Joaquin County. She informed me that she was feeling better, and no longer suicidal. I reviewed her paperwork for her divorce, and encouraged her to utilize the In Pro Per services offered by the family law clinic at the San Joaquin County Family Courthouse. Ms. Doe followed up with me again in October of 2015.

She was approved her disability and it was being finalized. She utilized the workshops and services at the family court, and completed all of her paperwork, and was awaiting her court date. Further, she found assistance with her local church, and they helped her find a place to live, and to get back on her feet. Ms. Doe has no children, and is not a senior, but is disabled, so monetary services were very limited to her.

Her only source of income was her husband. She learned that her church had a program that assists people like her with monetary assistance; she returns payment by volunteer work. Ms. Doe is doing much better now, and in a better place than she was, from when I first met with her. The services I provided her were in pro per, but she was able to take those resources, and become self-sufficient, and ready to deal with her new life. I am very proud of her.

Optional Information on
Collaboration with Other
Advocacy Groups

I had the opportunity to attend the Celebrate Caregivers Event, presented by Healings in Motion, Inc. and San Joaquin County Human Services Agency, on Saturday, November 14, 2015 at the Robert Cabral Agricultural Center 2101 E. Earhart Stockton, CA 95206. The event was a great success. I had the opportunity to attend some great workshops, and listen to great speakers. It was great to see so many different advocacy groups and caregivers come together. I look forward to attending next year.

PSA: 12

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Provider: Catholic Charities

Counties: Alpine, Amado, Calaveras, Mariposa, Tuolumne

Optional Success
Story(ies)/Case Summary(ies)

None

Optional Information on
Collaboration with Other
Advocacy Groups

None

PSA: 13

Provider: Senior Citizens Legal Services

Counties: Santa Cruz County & San Benito County

Optional Success
Story(ies)/Case Summary(ies)

Will be included at end of year.

Optional Information on
Collaboration with Other
Advocacy Groups

PSA: 14

Provider: Central California Legal Services, Inc

Counties: Fresno & Madera

Optional Success
Story(ies)/Case Summary(ies)

Optional Information on
Collaboration with Other
Advocacy Groups

PSA: 15

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Provider: Central California Legal Services, Inc.

Counties: Tulare County

Optional Success
Story(ies)/Case Summary(ies)

Senior disabled couple sought legal services after receiving a default judgment on an unlawful detainer action. A CCLS attorney represented the clients and successfully moved the court to set aside the clients' judgment and temporary stay. The attorney subsequently negotiated a settlement with the landlord's attorney and ensured that the landlord followed through with the settlement terms and that clients' credit would not be adversely affected.

Optional Information on
Collaboration with Other
Advocacy Groups

In October, a CCLS attorney attended the American Bar Association's National Aging and Law Conference in Washington, D.C., and collaborated with elder law advocates nationwide. In November, the CCLS attorney attended and participated in the annual Elder Law Conference by the California Advocates for Nursing Home Reform (CANHR).

Provider: Central California Legal Services, Inc.

Counties: Kings

Optional Success
Story(ies)/Case Summary(ies)

1. Senior disabled client contacted our office after receiving an unlawful detainer (eviction) lawsuit. A CCLS attorney represented the client in responding to the eviction suit, propounding discovery, and communicating to opposing counsel on the client's behalf. The lawsuit was ultimately dismissed. 2. Senior client sought assistance for a release of a government lender's interest in her property after paying off her mortgage. Client had been working on the issue and getting the runaround for more than five years, with title companies, county and district congressional offices involved in the matter. A CCLS attorney represented the client in asserting client's rights to the government lender and private bank. After numerous follow-ups, client obtained an official release of the lender's interest.

Optional Information on
Collaboration with Other
Advocacy Groups

In October, a CCLS attorney attended the American Bar Association's National Aging and Law Conference in Washington, D.C., and collaborated with elder law advocates nationwide. In November, the CCLS attorney attended and participated in the annual Elder Law Conference by the California Advocates for Nursing Home Reform (CANHR).

PSA: 16

Provider: California Indian Legal Services

Counties: Inyo & Mono

Optional Success
Story(ies)/Case Summary(ies)

Optional Information on
Collaboration with Other
Advocacy Groups

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PSA: 17

Provider: Senior Legal Services Project

Counties: San Luis Obispo County

Optional Success
Story(ies)/Case Summary(ies)

The Directing Attorney helped an 82 year old north county woman obtain a restraining order against her daughter and grandson who had moved into her home and refused to move out after they had become emotionally and physically abusive. The temporary restraining order, which included a move-out order, was immediately granted and executed. Following a contested court hearing in Paso Robles, a 5-year restraining order was granted.

Optional Information on
Collaboration with Other
Advocacy Groups

Project Director attended the Adult Abuse Prevention Council meetings in October and November and the Adult Services Policy Council meeting in November.

PSA: 18

Provider: Grey Law of Ventura County

Counties: Ventura County

Optional Success
Story(ies)/Case Summary(ies)

Optional Information on
Collaboration with Other
Advocacy Groups

PSA: 19

Provider: Bet Tzedek

Counties: Los Angeles County

Optional Success
Story(ies)/Case Summary(ies)

Optional Information on
Collaboration with Other
Advocacy Groups

PSA: 20

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Provider: Inland Counties Legal Services, Inc.

Counties: San Bernardino

Optional Success
Story(ies)/Case Summary(ies)

Case #1: 15E-7006995

The ICLS client is a senior who owns his own home and is still making mortgage payments. He had gone to Keep Your Home California to apply for assistance in paying his mortgage. Keep Your Home California agreed to assist the client since they stated that he qualifies for debt forgiveness, but they require that he provide them with a copy of his Loan Modification Agreement. The client had been trying to contact the bank to give him a copy since he did not have one. The bank would not speak with him and refused to provide him with a copy of the agreement.

The ICLS advocate assisted the senior by making a "Request for Information" pursuant to the Real Estate Settlement and Procedures Act (section 2605(e)), to obtain a copy of the Loan Modification Agreement. The bank responded by providing a copy of the requested document. The client was very grateful because now he can take a copy of the Loan Modification to Keep Your Home California.

Case #2: 15E-7009383

The ICLS advocate provided a senior who owns her own home and has an adult son living with her who does not pay rent. The son has controlled his mother for all of this time by telling her that there is no way that she can evict him because he is her son. The client, after years of putting up with her son, decided to look for help and came to ICLS for advice. The advocate advised the client that even if he is her son, the law allows her to evict him as a tenant at will. The senior was very emotional and grateful that she has the option to evict her son and stated that she would be back after she had given him an opportunity to help with the expenses. The advocate advised the client to return and seek ICLS assistance when she is ready to evict her son.

Case #3: 15E-7008153

The client, a 70 year old on a fixed income, received a notice from the county of San Bernardino that she was over income to qualify for free Medi-Cal and would have a "share of cost" of approximately \$618.00 per month. The client had had free Medi-Cal coverage for several years and depended on the assistance to be able to obtain necessary medical care. Without the free Medi-Cal, she would be unable to afford her medications and doctor's visits and still have enough money to buy groceries and put gas in her car. The ICLS advocate was able to advise the client regarding Medi-Cal income counting rules and assist her in bringing her down below the countable income levels to requalify for free Medi-Cal. The client was extremely thankful for the advice and assistance the advocate had provided her with to ensure her access to free medical care.

Case #4: 15E-7005995

The client, a disabled veteran, had been married for 32 years. They divorced in 2002 and as part of the divorce his wife had been awarded an interest in his pension plan. Thirteen years after the divorce was finalized, the ex-wife filed a Request for Order to modify spousal support and begin receiving our client's pension benefits. The ICLS advocate represented the disabled veteran at their hearing and was able to successfully negotiate an agreement with the ex-wife that allowed both parties to be self-sufficient

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without endangering the client's financial stability.

Optional Information on
Collaboration with Other
Advocacy Groups

PSA: 21

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Provider: Inland Counties Legal Services, Inc.

Counties: Riverside

Optional Success
Story(ies)/Case Summary(ies)

Case #1: ISE-2009804

The ICLS advocate assisted a client with her SSI issue, Discrimination Complaint issue, her Section 8 issue and a credit report issue. The client's SST benefit was reduced. As a result, she requested a hearing through SSA. The client alleged that SSA was discriminating against her and she also filed a formal discrimination complaint against them. The advocate went to the formal pre hearing conference with the client at SSA. The advocate was able to determine that yes, the client's income from SSI was reduced but that was because it was being offset by the fact that she had turned 62 and was now getting retirement income in the amount of \$198.00 which reduces her SSI benefit since SSI is a needs based program. The client thought that she would be able to get her regular SSI benefit and also, in addition, get the \$198.00 retirement income. She did not understand what a needs based program is or that one income would offset another. The ICLS advocate explained all of this to the client (who has cognitive functioning issues due to a brain tumor) at the SSA office. The advocate also explained to the client about Section 8 and how to apply for it. If found qualified for Section 8 the client would only need to pay 30% of her income for rent. The advocate prepared a closing letter for the client explaining the same things to the client in writing that has been explained while they were at the SSA office, as long as the client was in receipt of a needs based income any income she receives from any other source is going to offset (meaning that it will be deducted from her SSI payment.) The client was very happy to understand what was going on and to learn about Section 8 since most of her income goes to rent and Section 8 would change her quality of life.

Case #2: ISE-2007088

The client, an 80 year disabled widow who lost a child in 2014 initially contacted the ICLS advocate through the Senior Telephone Line. Her son was 56 years old and also disabled, and now that he has passed away there is an issue with the Social Security Administration. Her son had been assessed with a \$1297.80 overpayment because there had been two months of benefit checks deposited into his account. The client was not the son's payee, but because he wanted to use the same bank (credit union) as his mother, the credit union needed to have the client's name on the account also. When the son died in April, his check was deposited into his checking account. Later checks received were for May and June in the amount of \$648.90 each month; even after the client had reported to SSA that her son had passed away. The client stated that she closed out her son's account and transferred the funds into her account. She then purchased a cashier's check in the amount of \$1297.80. She took the check into the local SSA office June 9, 2014 and got a receipt. She then stated that the Treasury Department went in to her (sole ownership) bank account and took two amounts, \$648.90 each after she had already reimbursed SSA. She called the bank and asked why this had been done and she was told that it was a US Treasury intercept and she would need to contact them. The client then called SSA. She was told that there was nothing that could be done. The ICLS advocate accompanied the client to her local SSA office in Hemet. They waited for four hours, the client sat and rested while the advocate stood in line for her. When they were finally seen, the SSA worker they met with consulted with her supervisor. They conceded that the payback had happened. The client was then told that she would receive

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reimbursement within 30 days. The client had done the correct thing and immediately returned the money to SSA that had been overpaid to her son's estate. Unfortunately, she had not been treated with the same respect until she had legal services on her side. The client had assumed that she would never get her money back and that "they" only agreed to return it because the ICLS advocate had been with her that day. The client stated that she had been trying to get her money returned since the date of the Treasury intercept (June 2014) but that SSA had not even had "the respect to call her". The client said that she appreciates the efforts of ICLS.

Case #3: 15E-4008217

The ICLS advocate assisted a 60 year old disabled woman apply for and obtain Cal-Fresh and In Home Supportive Services (IHSS) benefits. As a result of this advocacy, the client now has food on her table through

Cal-Fresh and even more importantly, the IHSS benefits will provide her with the needed help with daily chores and activities. Because of this, the client will avoid the need to be placed in an assisted living facility. This saves money not just for the State of California, but allows the client to continue living in her own home.

Case #4: 15E-4009901

A 94 year old woman came into the ICLS office to obtain help with a Notice of Bank Levy. She had been served with a law suit and had never answered because she did not know what to do. She had been stressing

about the Notice of Bank Levy that she had received and was worried that they would take away her money. The client's only source of income was social security and a private pension. The ICLS advocate explained that her social security was exempt under the CCP Section 704.080 and her private pension was exempt under CCP Section 704.115. I agreed to prepare the client's claim of exemption for Notice of Bank Levy. While the advocate was helping the client with the claim of exemption she stated that she does not receive Medi-Cal and

would like help in applying for Medi-Cal so that she can try to get In Home Supportive Services (IHSS). The advocate helped the client apply for Medi-Cal and is currently working with the client to get her approved for Medi-Cal benefits.

Optional Information on
Collaboration with Other
Advocacy Groups

PSA: 22

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Provider: Legal Aid Society of Orange County

Counties: Orange

Optional Success
Story(ies)/Case Summary(ies)

In this quarter we represented a 60 year old Anaheim resident who had been sued in a collection case. Plaintiff was seeking about \$15,000. The client's personal information has been stolen and used to open credit card accounts in client's name. After filing with the court a response to the complaint to the discovery requests, plaintiff agreed to dismiss the lawsuit.

Optional Information on
Collaboration with Other
Advocacy Groups

During the quarter we continued our involvement with a number of organizations. We attended meetings of the Financial Abuse Specialist Team (FAST), Elder Abuse Forensic Center, Orange County Bar Association - Elder Law Section; and, Orange County Hoarding Task Force. We held three SSI Clinic's, working with law students from UC-Irvine. We held 22 Elder Abuse Clinics at the court house (2 per week), working with the court, volunteer attorneys, law students and the law firm of O'Melveny & Meyers.

PSA: 23

Provider: Elder Law & Advocacy

Counties: San Diego

Optional Success
Story(ies)/Case Summary(ies)

Success Story #1
Our 63 year old, low income, minority client received judgment against him for more than \$15,000. Client signed agreement to make \$200 per month payments until the judgment was paid off. Client wanted help to negotiate the payoff amount. Client still owed approximately \$10,000. The staff attorney wrote letter requesting lower payoff amount of \$7,000, which was accepted. Client was very happy.
Success Story #2
Our 60 year old, low income, disabled, minority client had successfully sued Kmart/Sears Holding in Small Claims Court and was awarded a judgment of \$521.00. She was unable to enforce the judgment because the company's local presence had gone out of business and the agent for service of process was located in Illinois. The staff attorney wrote a letter to the agent to demand payment for the judgment. Client received prompt payment from the agent in Illinois.

Optional Information on
Collaboration with Other
Advocacy Groups

PSA: 24

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Provider: Elder Law & Advocacy

Counties: Imperial

Optional Success
Story(ies)/Case Summary(ies)

Story #1:

Our widowed, 78 year old, low-income client adopted five of her grandchildren several years ago. When the final adoption order was approved, it did not include a change of the minors' last names. Thus, the minors were referred to by their biological family last name on a regular basis by school administrators and others. Client's efforts to resolve the issue informally were not successful. The staff attorney prepared court forms for Client to file regarding civil change of name for all minors, and advised her regarding publication and the court process. Client filed the civil case, and received a court order changing the names of all minors.

Story #2

Our 73 year old, low income, disabled client's wife passed away unexpectedly earlier this year, and he later received a bonus check (for about \$1000.00) that she had earned prior to her passing. Client was unable to cash the check because it was made out to her estate. The staff attorney prepared an affidavit for him that allows the surviving spouse to collect compensation without opening a probate case, and also drafted a letter to send to his late wife's employer requesting that they re-issue the check payable to him. Client received a new check made out to him and was grateful for our services.

Optional Information on
Collaboration with Other
Advocacy Groups

PSA: 25

Provider: Bet Tzedek

Counties: Los Angeles County

Optional Success
Story(ies)/Case Summary(ies)

Optional Information on
Collaboration with Other
Advocacy Groups

PSA: 26

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Provider: Legal Services of Northern California

Counties: Mendocino and Lake

Optional Success
Story(ies)/Case Summary(ies)

Optional Information on
Collaboration with Other
Advocacy Groups

PSA: 27

Provider: Legal Aid of Sonoma County

Counties: Sonoma

Optional Success
Story(ies)/Case Summary(ies)

Ron is a 63 year old Veteran with a VASH certificate. He lives with his mentally ill son. Ron was being evicted from his apartment because his son was not supposed to be living with him. Legal Aid negotiated a settlement with the landlord that allowed Ron and his son to relocate to a new apartment that would accommodate both of them. Legal Aid obtained several extra weeks of moving time for Ron; payment of all of his moving expenses; and payment of his next security deposit. This settlement not only gave Ron the time and financial means to find a new home, but also prevented his VASH certificate from being at risk.

Optional Information on
Collaboration with Other
Advocacy Groups

PSA: 28

Provider: Legal Aid of Napa Valley

Counties: Napa

Optional Success
Story(ies)/Case Summary(ies)

Optional Information on
Collaboration with Other
Advocacy Groups

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Provider: Legal Services of Northern California

Counties: Solano County

Optional Success
Story(ies)/Case Summary(ies)

A landlord filed a non-meritorious eviction suit against a senior Section 8 tenant with severe mental disabilities because the tenant refused to enter into an illegal side-payment agreement with the landlord. An eviction judgment was entered against the tenant because she failed to respond to the suit in time. Because of the judgment, the local housing authority issued the tenant a notice informing her that her Section 8 rental assistance would be terminated. LSNC assisted the client in filing a motion to set aside the judgment and ultimately the landlord agreed to vacate the judgment and dismiss the case. As a result the tenant can remain in her apartment and her Section 8 voucher is no longer in jeopardy.

Optional Information on
Collaboration with Other
Advocacy Groups

Collaboration with the Ombudsman Services of Solano county and the Senior Legal Hotline Services. Continued participation with community groups including: Solano Senior Coalition and Vallejo Senior Roundtable.

PSA: 29

Provider: Senior Legal Services

Counties: El Dorado County

Optional Success
Story(ies)/Case Summary(ies)

Optional Information on
Collaboration with Other
Advocacy Groups

PSA: 30

California Legal Services (Title III B)
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Provider: Dor v' Dor Senior Advocacy Network

Counties: Stanislaus

Optional Success
Story(ies)/Case Summary(ies)

1.We settled an elder abuse case involving a resident who was financially abused for over 15 years by the administrator. We collaborated with a local attorney who litigates against residential facilities. We received attorney's fees of \$25,000 for our participation in the suit.
2.We continue to assist other victims of financial and physical abuse by obtaining restraining orders on their behalf.

Optional Information on
Collaboration with Other
Advocacy Groups

We continue to work closely with the Ombudsman office, Catholic Charities and APS on elder abuse cases occurring in assisted and skilled nursing facilities.

We are now working with the Family Justice Center, Catholic Charities and APS through their OVW grant to provide additional assistance to seniors who are victims of abuse.

We continue to provide free wills to clients.

We continue to spread information about SCAMS through our SCAM door hangers and SCAM hot line.

PSA: 31

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Provider: Central California Legal Services

Counties: Merced

Optional Success
Story(ies)/Case Summary(ies)

October 2015
CCLS Case No.: 15E-3008485 – Elder Abuse
Client, a 76 year old Winton woman who has difficulties with English, requested assistance from CCLS in removing her daughter from her home. Client had been to CCLS about a year prior, and had obtained a restraining order against her daughter for physical and emotional abuse. Client had since reconciled with her daughter, and allowed the restraining order to expire. After expiration of the order, daughter reverted back to her old habit, threatening and intimidating Client. Attorney assisted Client in preparing and filing the necessary documents to obtain a temporary restraining order. After the Order was granted, Attorney arranged for the sheriff to serve it on her daughter and remove her from the house. Attorney then provided Client with instructions on self-representation at her hearing. Client agreed to drop the restraining order after her daughter agreed to check herself into a drug rehabilitation program.

December 2015
CCLS Case No.: 14E-3006316 – Home Ownership
Client, an 80-year-old, Spanish monolingual Merced man, came to CCLS for advice about his mortgage. Client reported that he was having trouble making the payments, and that he feared losing his home to foreclosure. Attorney assisted client in completing and submitting a request for loan modification from his lender. The request was accepted, and Client's lender forgave some of the loan's principal and significantly reduce his monthly mortgage payment. Client can now rest easy knowing that his home is no longer in jeopardy.

Optional Information on
Collaboration with Other
Advocacy Groups

October 2015

- As part of a favorable settlement obtained by program attorney for a Merced senior whose litigation case was closed earlier this year, CCLS was allocated attorney fees in the amount of \$25,000.00 and is reporting this as program income.
- On October 26, 2015, program attorney attended the monthly Merced AAA Advisory Council meeting.
- Program attorney dedicated considerable time and resources to gathering and furnishing Merced HSA program directors and analysts with technical information about client intake and case handling procedures, and data concerning the clients served under the SLS program. This time is not included in the "CASE WORK HOURS SPENT" item above.

November 2015

On November 3, 2015, Program Attorney and Volunteer Legal Services Program (VLSP) Attorney attended the Merced County Bar Association, and solicited interest in a pro-bono project that would connect those in need of basic estate planning documents with local private attorneys willing to volunteer

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their time.

December 2015

In collaboration with Valley Caregivers Resource Center, an organization that provides resources to family and friends of vulnerable seniors acting as caregivers on their behalf, program attorney agreed to lead a community education event on December 15, 2015. The topic was Durable Powers of Attorney and Advance Health Care Directives, and the duties of Agents acting thereunder. In advance of the event, Program Attorney prepared a PowerPoint presentation, complete with interactive elements to encourage participation. The event was a success, as the participants each reported that they had learned much from the presentation. Each participant was given literature on elder scams and how to properly act as a legal agent, along with the Program Attorney's business card. A few of them have contacted Program Attorney for an appointment.

PSA: 32

Provider: Legal Services for Seniors

Counties: Monterey

Optional Success
 Story(ies)/Case Summary(ies)

- In this quarter, our outreach advocate assisted a Financial Elder Abuse Client who came to us when she was forced from her home by her daughter. Our client stated that, after her daughter told her she was going to "loose your house to the State because you're on Medi-Cal" her daughter then asked her to sign over her home to her and her son-in-law. Daughter also promised that she would allow client to live in her home for the rest of her life. But within six months, when our client was required to stay in the hospital for a few days for minor surgery, our client was informed while in the hospital that "your things have been cleaned out" and that daughter was readying client's home to rent to someone new.

- Our outreach/litigation attorney Natalie Herendeen met with our client in South County Outreach, heard her story and within a week had filed a financial elder abuse lawsuit against the daughter.

- Natalie took the case to mediation, which ended in the last week of Christmas. At the mediation, the client was given back her home, which she has moved back into after two years of living on her friends' couch.

Our client lived solely on Social Security and would never have been able to afford a private attorney's fees for representation against her daughter and her daughter's attorney.

Optional Information on
 Collaboration with Other
 Advocacy Groups

Legal Services for Seniors continues to collaborate with the Alliance on Aging, the Area Agency on Aging, Watsonville Law Center, the Santa Cruz Senior Citizens Law Center, other agencies and organizations.

PSA: 33

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Provider: Greater Bakersfield Legal Assistance, Inc

Counties: Kern

Optional Success
Story(ies)/Case Summary(ies)

Optional Information on
Collaboration with Other
Advocacy Groups